

Wisconsin Technology FAQ

Spring 2016

FAQ

It is suggested to review both the **WI Spring 2016 Technology Overview** and the **Technology User Guide** *before* reviewing this document. The questions below represent detailed questions District Technology Coordinators frequently have *after* reviewing the **Technology User Guide**.

Type	Question	Answer
The TSM and INSIGHT	How do I get access to the TSM?	The TSM and INSIGHT software will both be available on eDIRECT on February 1, 2016 under Test Setup → General Information → Downloads. In order to access the software, you will need to be granted permissions within the eDIRECT site and a login will be required.
	Do we have to have a TSM server in each school, or can it be on a shared district server? If so, which approach do you recommend?	It depends on your network's capacity and reliability—with a dedicated TSM server you can offload about 50% of the traffic from the Internet to your TSM. Because student computers need uninterrupted connectivity to the TSM, we recommend one TSM per school. But, you may be able to share a TSM if you have enough network capacity.
	Do I install a TSM on an iPad or Chromebook?	A TSM is used primarily to cache and manage test content and responses. For various reasons, tablet devices (such as iPads) and Chromebooks do not provide a suitable environment for a TSM. As a result, you must install the TSM software on a Windows PC or Mac (OS X), and connect to the TSM when you install INSIGHT on the tablet device or Chromebook.
	When you say that the TSM and INSIGHT clients need to be on the same network, does that mean they need to be on the same subnet/vlan?	As long as the clients can reach the TSM and the traffic isn't blocked, it can be located anywhere on the network. Generally, closer to the student workstations will be faster. The system readiness application will help verify this.
	Can you install multiple TSMs on the same virtual server?	Only one TSM can be installed on each server concurrently.
	Do you need a separate TSM by school building? Also, do you have to have a separate TSM for iOS vs Windows?	Because the TSM works best when it's as close to the student as possible, DRC's recommendation is that TSMs are installed at a school level. You do not need a separate TSM for different device types.
	Can the TSM be on a virtual machine or does it need to be a physical machine?	Both work well.

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	Can the TSM be installed on a different hard drive besides the primary one?	This is possible. Please contact the DRC Help Desk for more information.
	Can you point DRC INSIGHT to multiple TSMs? I have more than 150 students testing in a building at the same time.	Yes, you can use more than one TSM on the same network. Please note that the recommended maximum of 150 concurrently testing client machines is only supported when installed and configured using the recommended levels. As a general rule, TSM installations at the minimum required level requirements should not be expected to support more than a single computer lab (fewer than 25 concurrently testing client devices). Care should be taken not to overburden any TSM installed on physical or virtual machines at any level below the recommended hardware profile.
	Do you download the TSM to all computers in the testing room, or just to one computer that acts as host?	TSMs should be downloaded to only one computer/server (or more than 1 if you have more than 150 students testing at the same time), not to each client computer.
	Is there any technical downside to using a non-recommended TSM Naming convention?	No, but it can help you, and the DRC Help Desk, troubleshoot if necessary. You should use a naming convention that helps you know where the TSM is located and which devices are connected to it.
	Is the 150 test limit of a TSM a hard limit or recommended limit? One of our schools will have 155 concurrent tests. Can I use 1 TSM?	It is possible that the TSM could manage more concurrent users, but 150 is DRC's recommended number. Please note that the recommended maximum of 150 concurrently testing client machines is only supported when installed and configured using the recommended levels. As a general rule, TSM installations at the minimum required level should not be expected to support more than a single computer lab (fewer than 25 concurrently testing client devices). Care should be taken not to overburden any TSM installed on physical or virtual machines at any level below the recommended hardware profile.
	Can TSM's be installed on virtual servers?	Yes.
	Are there any issues having our ISD host the TSM offsite?	Because the TSM works best when it is closest to the student, DRC recommends that the TSM be installed at the building level. Connection speed and reliability would also be other factors when considering this option.

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	Will automatic updates be able to update under an account without administrator privileges?	Yes, this is true for INSIGHT.
	On Windows, does the logged-in user need to be a local administrator for INSIGHT automatic updates to occur?	No.
	Is the TSM in the Mac environment a true service that runs when no one is logged in to the server?	It is a true service—it runs using the “Launchd” capability of OS X.
	If our TSM “goes down” or is unavailable, will a test automatically bypass the TSM, or are we stuck until the TSM is running again?	If the TSM goes down, testing stops. If the computers are configured to use a TSM, the TSM must be available.
	Is there a way to provide failover TSM service? Or a quick way to redirect service if a server fails during the testing window?	Because the TSM is configured using Device Toolkit ORG Units, it is possible to quickly switch TSMs if necessary. To do so, you specify the location to the new TSM in the ORG Unit using the Device Toolkit and restart INSIGHT on the device. When it starts, INSIGHT automatically uses the new TSM configuration from the Device Toolkit.
	Does the TSM need to be accessible to testing proctors?	It is not necessary. However, if the technology contact is not going to be onsite for testing, it may make sense to have someone at the school who knows how/where to locate the TSM should they need to manually transmit unsent responses.
	Any problems with specific VM software?	Ensure enough CPU, RAM, and disk space are allocated using the recommended specs.
	What are the specs for vmware servers?	The specs are listed in the tech user guide and will match physical servers.

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	How long will the response cache server hold answers, like an Internet outage?	The TSM will cache responses as long as necessary and transmit to DRC once Internet connectivity is regained.
	Can we only access each TSM individually? Do they all have to be touched each day or only if there was an interruption in Internet connection?	TSMs need to be accessed individually. There is no need to access the TSM on a daily basis if the server/computer with the TSM installed on it is always running and you have enabled Automatic Updates. Some users like to check all TSMs at the end of the day to verify there are no unsent responses, but this is not a requirement.
	Does the TSM have to be 64-bit?	32-bit is also supported.
	Will it be possible to configure the MSI using a MST file?	Yes.
	Are there msi switches that specify which TSM the deployment will point to?	You will point to a Device Toolkit Org. Unit ID. The ORG unit has the TSM information for each group of testing devices.
	We have Deep Freeze on all student machines. Do we have to disable that for the test?	Deep Freeze has been used, and works well with the INSIGHT testing engine. It does not need to be disabled during testing but does need to be disabled during installation of the INSIGHT software and until the devices have been registered successfully to the Device Tool Kit.
	Can the Video Sign Language version of INSIGHT be installed on all student testing computers, even if some of the testers do not require this accommodation?	There is not a separate version of INSIGHT for Video Sign Language (VSL - online delivery of American Sign Language content). Instead, VSL content is downloaded to the TSM. Because video files require additional memory and disk space, DRC does not recommend downloading the ASL content unless you are CERTAIN you will have students using the Video Sign Language accommodation.
	Will the TSM content update its content if no one is logged on to the machine on which it's installed? Does it run as a service?	The TSM will update automatically and silently overnight as long as the TSM service is running and remains connected to DRC servers. Content is only updated when new content is available.

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	Will the INSIGHT software pull updates from the TSM or the Internet?	Software version updates will be downloaded over the Internet.
	Can content updates be scheduled?	Not at this time. The checks will run from 6pm – 6am on a 6 hour interval. Additionally, contents can be run manually using the TSM web portal as long as no students are currently testing.
	Can the Content Caching and Response Caching servers be different?	Yes, this is possible.
	Do you have information about installation on Windows machines using ncomputing software?	It is possible to support NComputing, however there are limitations. Please reference the Technology User Guide for install steps.
	Can we install INSIGHT on one central server/computer and use shortcuts, or other links, to share it for testing across different machines?	No. DRC assumes that INSIGHT is installed on each computer that will be used for testing. Any other configuration is unsupported and may produce unexpected results.
	The INSIGHT Config process includes “building.” Does this need to be altered if students from multiple buildings use the same laptops for testing?	No, it does not need to be altered. This information is used for us to help sites troubleshoot any issues at certain locations.
	Our middle school will test at our high school building. Can both levels of students use the same computer, or will the INSIGHT software need to be reconfigured for each?	No reconfiguration is needed as long as all the content has been downloaded to the TSM for all grades in advance.

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	Do we need to go to each student's computer to enable automatic updates?	No. Just remember to enable automatic updates when you install the INSIGHT software. After installation, INSIGHT automatically checks for software updates and installs them whenever it is launched.
	I noticed during the install of INSIGHT, there were .jar files. Is Java required for install or use of INSIGHT?	No, JAVA is not required.
	Any special directions for Remote Desktop units?	Please reference the Technology User Guide for specifics on remote connections and virtual desktops. Additional security steps may be needed.
	Our district proxy already uses 8080. Are there other preferred ports for the TSM?	Because the IP for each of these devices is different, this shouldn't create an issue. If needed, you can use a different port number.
	Is there an msi for INSIGHT? Or just an exe?	There is an .msi file for INSIGHT and an .exe file for the TSM. Please refer to the Technology User Guide for more specific information.
	Is there any documentation on deploying the msi to clients? Do you have a list of install parameters, and can a transform file be used to automate the configuration?	All documentation is listed in the Technology User Guide. You can find the Technology User Guide by going to eDIRECT and selecting General Information → Documents → Document Type-Manuals & Directions. Select "Show Documents" and scroll down to find the Technology User Guide.

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	We have over 2,500 testing devices. We'll be well over the 150 TSM threshold during testing periods. How do we point our devices to specific TSM servers so one server doesn't become overloaded? Or better yet, do the TSM servers load balance amongst themselves?	Specific TSMs can be configured for each group of devices using the system readiness and .plist file (some MDMs support this option if using iPads). The TSMs can't balance load between themselves but load balancing is an option for content caching only. TSMs can be load balanced for content caching but not response caching. All devices are configured within ORG Units in the Device Tool Kit. To ensure smooth testing, the ORG Units and TSMs should be planned so that no more than 150 concurrent devices are connecting to an individual TSM. Please note that the recommended maximum of 150 concurrently testing client machines is only supported when installed and configured using the recommended levels. As a general rule, TSM installations at the minimum required level should not be expected to support more than a single computer lab (fewer than 25 concurrently testing client devices). Care should be taken not to overburden any TSM installed on physical or virtual machines at any level below the recommended hardware profile.
	Can I use netbooks, which have a max res of 1024x600?	The minimum resolution requirement is 1024 x 768.
	We are a Cyber Charter/Virtual School with no local networks, what are our options?	Please contact us individually and we will be able to assist you.
	When does testing begin?	Online testing begins Monday, March 28, 2016, however students will need to have access to the software as early as February 29, 2016 to have ample time to view the video tutorials and practice testing using the Online Tools Training (OTT – practice test).
	Are headphones required for testing?	Yes. All Wisconsin Forward Exam ELA assessments contain a listening section which requires headphones. Additionally, any student who uses the Text-To-Speech audio support will also require headphones.
	Will a Chrome browser on a Win machine work?	No, this is not supported for student testing.
	Are Android devices supported?	Yes. The following devices using Lollipop 5.0 or higher will be supported for Spring 2016: ASUS Transformer Pad TF103CE (also known as the K010E) and Dell Venue 10, model 5050. Please see the Technology User Guide for more information.
eDIRECT Access	What is the process of obtaining a login on the wi.drctdirect.com site?	To obtain eDIRECT login credentials, contact your district's District Assessment Coordinator.

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	I forgot my eDIRECT username and password or my password has expired. How can I reset it?	If you forget your eDIRECT user password, get locked out of your account, or your password has expired, contact your District Assessment Coordinator. You may also contact the DRC Help Desk at 800.459.6530 to have it reset.
Load Simulation Testing Questions	What is the Load Simulation Tool?	The Load Simulation tool is a software tool that District Technology Coordinators (DTCs) can use to perform load simulations that help estimate the amount of time it will take to download tests and upload responses.
	How many testing computers should we use for a simulation? Can we use just one?	DRC recommends that you include all of the schools and all of the computer labs that will perform online testing. At each school, each simulation should include as many testing computers as possible to help you assess the school's readiness. For a load simulation test, limit the number of testing devices per TSM to 100. Attempting to perform a load simulation test with more than 100 devices may cause the TSM to become unresponsive. You may have to uninstall and reinstall the TSM.
	How many times should I run the simulation?	DRC recommends that you run the simulation three times during the timeframe you have established for load simulation testing. Run it twice specifying the TSM as the source for form content, and run it once specifying DRC as the source for form content (see "Load Simulation Testing" in the Technology User Guide).
	What metrics are reported?	<p>A load simulation test reports the following results for the individual testing computers:</p> <ul style="list-style-type: none">• The source for the content: TSM, DRC, or the client computer (based on configuration)• The amount of time it took to load the test to the testing computer, on average.• The time it took to submit the result to DRC.• The combined time for the load test and submit result. <p>For more information and a description of the summary results, refer to the section, "Load Simulation Testing" of the Technology User Guide.</p>
	What are acceptable results for test load and response times?	<p>As a result of Technology Readiness Assessments that DRC has performed, we suggest that the test load time should be less than 60 seconds. Ideally, individual test response times should be less than one second, but a district may determine that up to two seconds is acceptable.</p> <p>Districts should analyze their results and set what they feel are acceptable response times for their students. If necessary, they can make adjustments to their technical configurations and/or the number of students testing at one time.</p>

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	In ping testing, what kind of latency is acceptable if any?	Generally less than 250 ms in ping trends is typical.
	Has the load simulator been updated to allow more than 1 to 1 for testing?	The load simulator will work for 1:1 laptop programs
iPad Questions	What features need to be on or off to securely test with an iPad?	<p>Ensure that Predictive Text (iOS 8+), Auto-Correction, and Auto-Capitalization are turned off on each iPad device, and enable/activate the Guided Access feature.</p> <p>Note: Apple requires a Passcode (numeric password) to activate Guided Access. This passcode must be secure—do not allow students to have the passcode. If your MDM supports Autonomous Single App Mode, you do not need to utilize Guided Access. Please see the Technology User Guide for more information.</p>
	For the INSIGHT app on iPads, is there any way to mass deploy the settings that needed to be entered (like the server URL, etc.)?	This depends on which Mobile Device Manager (MDM) service you have. Some MDM's have a Managed App Configuration that allow you to mass deploy these settings.
	Does DRC recommend any particular version of Mobile Device Management (MDM) software?	No, there are many versions of MDM software, any of which will distribute INSIGHT. To configure INSIGHT using the MDM software, you must use a version that supports the Managed App Configuration feature.
	Can the DRC INSIGHT iPad App be distributed without an MDM as an .ipa file using iTunes or other software/methods?	No.

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	Any problems with deploying the INSIGHT.ipa using Apple Configurator? We are not using an MDM at this time. All of our iPad configurations are handled via Apple's Apple Configurator system.	An MDM is required for the deployment. Several free options are available if needed.
	Is an external keyboard required for testing with iPads?	An external keyboard is recommended for all tests and required for all tests that include constructed-response items.
	Will you be supporting iOS 9?	This is currently being evaluated for Spring 2016. Generally speaking, support for a new OS release is approximately 3 months.
	We are using Airwatch. Is this supported?	If it can deploy a .plist file it should work correctly.
Chromebook Questions	What do I need to setup my Chromebooks for student testing?	<p>Chromebooks can be a secure platform for administering student assessments. When set up properly, these devices meet K–12 education testing standards. If configured according to Google specifications, Chromebooks can be set to disable students' access to browse the web during an exam in addition to disabling external storage, screenshots, and the ability to print. Google provides three scenarios for setting up Chromebooks for secure assessment, detailed at the link below:</p> <p>https://support.google.com/chrome/a/answer/1289314?hl=en</p> <p>If you need help setting up your Google Administrator account or enrolling Chromebooks, please contact Google directly.</p>
	Why does DRC require Google Apps for Education and the Google Administrator accounts?	<p>The DRC INSIGHT Chrome App requires Single App Kiosk mode to launch and ensure a secure testing environment on Chrome devices. Google Apps for Education and Chrome device management allow Chrome administrators to manage kiosk apps for multiple Chrome devices from a central console. This is the best approach to managing these devices in terms of efficiency and security.</p> <p>DRC assumes that users have registered their Chromebooks as part of the initial implementation. Google specifies two additional requirements for secure testing using any of the three scenarios described in Q1:</p> <ul style="list-style-type: none">• Google administrators must use Chrome device management to manage their Chrome devices from a single location.• Google administrators must enroll each device in the school's domain.

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	Does the deployment or installation of DRC INSIGHT require the Chromebooks to be dedicated to testing for the duration of the assessment window?	No, the Chromebook device is not dedicated to testing, but the secure DRC INSIGHT App is. The DRC INSIGHT App is the secure testing environment that the student accesses using a unique test ticket. After a student has finished a test and exits the DRC INSIGHT App, the student can execute other applications and use the Chromebook for other purposes. Test Administrators are responsible for monitoring testing and ensuring students are properly ending and submitting their tests.
	Are Chromeboxes supported?	No, Chromeboxes are not supported for online testing this spring.
	Is it possible to register your Chromebook to a district other than yours?	This is a possibility. If this were to happen, the site would need to contact the DRC Help Desk 800.459.6530 to have the device(s) in question manually unassigned.
	For Chromebooks, can we pre setup the OU and the DRC Toolkit prior to testing. We can't leave our devices in the OU as they need to be used for other reasons. Do we have to repeat the DRC Toolkit registration the day of testing?	Google OU's and Device Toolkit ORG Units are separate. INISGHT shouldn't affect other educational software. Registration should only need to occur once with each Chromebook.
	Can the installation stay on the Chromebooks and be removed at a later date, or should it be removed after the test?	It can remain for later use.
	Can we share Chromebooks between buildings?	Yes.
	Does the install on a Chromebook change any other configuration of the Chromebook?	No, but User Data will need to be set to: Do not erase all local user data.
	If Chromebooks don't have a management piece, can they be used?	The deployment will require the Google Admin Console.

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	In Chromebooks, does the unique identifier change each time you move from one group to another or is it "fixed?"	It needs to be registered only once in the Device Toolkit (unless the device has already been registered to a WIDA Access Device Toolkit ORG Unit).
WIDA Access and the Wisconsin Forward Exam	Does WIDA use the same software as the Wisconsin Forward Exam?	Yes and no. INSIGHT uses a universal browser, so it works with both Wisconsin-specific and WIDA tests and can be downloaded from either the WIDA AMS or Wisconsin eDIRECT site. However, the TSMs must be downloaded separately - one from https://wi.drcedirect.com and one from https://www.wida-ams.us/ and they must be installed on separate machines.
	I have already installed the WIDA Access software - do I need to reinstall the INSIGHT software?	No. The INSIGHT software can be configured to support both WIDA Access and Wisconsin Forward Exams on the same device. A separate TSM must be downloaded and configured for WIDA Access content and for Wisconsin Forward content.
	How will I know if I need to create both a Wisconsin Forward Exam TSM and a WIDA Access TSM?	Work with your District Assessment Coordinator to determine if WIDA Access is being administered at your location.